

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of: Bryce A. Jones  
Application No.: 09/477,991  
Filed: January 5, 2000  
For: METHOD AND APPARATUS FOR PROCESSING WEB CALLS IN A  
WEB CALL CENTER

Confirmation No.: 1039  
Group No.: 2157  
Examiner: Barbara N. Burgess

**Mail Stop: Amendment**  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**RESPONSE TO OFFICE ACTION**

Introductory Comments

In response to the Office Action dated October 15, 2007 (hereinafter "the Office action), please consider the following remarks.